

**What is claimed is:**

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1. A method of operating a retail terminal, comprising the steps of:  
generating a first voice instruction in a first voice type which instructs a user in regard to operation of said retail terminal;

5       determining if said user performs a first activity with said retail terminal which is indicative of said user responding to said first voice instruction and generating a proper-response control signal in response thereto; and  
generating a second voice instruction in a second voice type which instructs said user in regard to operation of said retail terminal if a predetermined  
10   amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal.

2. The method of claim 1, further comprising the steps of:

determining if said user performs a second activity with said retail terminal  
15   which is indicative of said user disregarding said first voice instruction and generating an improper-response control signal in response thereto; and  
generating a third voice instruction in a third voice type which instructs said user in regard to operation of said retail terminal in response to generation of said improper-response control signal.

3. The method of claim 2, further comprising the steps of:

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updating an electronic log value in response to generation of said improper-response control signal; and

comparing said electronic log value to a log threshold and generating a  
5 personnel-needed control signal if said electronic log value has a predetermined relationship with said log threshold.

4. The method of claim 1, wherein:

said step of generating said first voice instruction in said first voice type  
10 includes the step of generating said first voice instruction at a first volume level,  
said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second volume level, and  
said second volume level is greater than said first volume level.

5. The method of claim 1, wherein:

said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first voice inflection level,

5        said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second voice inflection level, and

      said first voice inflection level is different than said second voice inflection level,

10        6. The method of claim 1, wherein:

said first voice type is configured to resemble a human female voice, and said second voice type is configured to resemble a human male voice.

15        7. The method of claim 1, wherein:

said step of generating said first voice instruction in said first voice type includes the step of generating said first voice instruction at a first voice pitch level,

20        said step of generating said second voice instruction in said second voice type includes the step of generating said second voice instruction at a second voice pitch level, and

      said first voice pitch level is different than said second voice pitch level.

~~said step of generating said first voice instruction in said first voice type~~  
~~es the step of generating said first voice instruction at a first voice tone~~

said first voice tone level is different than said second voice tone level.

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9. A retail terminal, comprising:

a voice generating device;

a processing unit electrically coupled to said voice generating device; and

a memory device electrically coupled to said processing unit, wherein said

5 memory device has stored therein a plurality of instructions which, when executed by said processing unit, causes said processing unit to:

(a) operate said voice generating device so as to generate a first voice instruction in a first voice type which instructs a user in regard to operation of said retail terminal,

10 (b) determine if said user performs a first activity with said retail terminal which is indicative of said user responding to said first voice instruction and generate a proper-response control signal in response thereto, and

(c) operate said voice generating device so as to generate a second voice instruction in a second voice type which instructs said user in regard to operation  
15 of said retail terminal if a predetermined amount of time lapses subsequent to generation of said first voice instruction, but prior to generation of said proper-response control signal.

10. The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

- (a) determine if said user performs a second activity with said retail terminal which is indicative of said user disregarding said first voice instruction
- 5 and generate an improper-response control signal in response thereto, and
- (b) operate said voice generating device so as to generate a third voice instruction in a third voice type which instructs said user in regard to operation of said retail terminal in response to generation of said improper-response control signal.

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11. The retail terminal of claim 10, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

- (a) update an electronic log value in response to generation of said improper-response control signal, and
- 15 (b) compare said electronic log value to a log threshold and generate a personnel-needed control signal if said electronic log value has a predetermined relationship with said log threshold.

12. The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) operate said voice generating device so as to generate said first voice instruction at a first volume level, and

5 (b) operate said voice generating device so as to generate said second voice instruction at a second volume level, wherein said second volume level is greater than said first volume level.

13. The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) operate said voice generating device so as to generate said first voice instruction at a first voice inflection level, and

10 (b) operate said voice generating device so as to generate said second voice instruction at a second voice inflection level, wherein said first voice inflection level is different than said second voice inflection level.

14. The retail terminal of claim 9, wherein:

said first voice type is configured to resemble a human female voice, and said second voice type is configured to resemble a human male voice.

15. The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

(a) operate said voice generating device so as to generate said first voice instruction at a first voice pitch level, and

5 (b) operate said voice instruction device so as to generate said second voice instruction at a second voice pitch level, wherein said first voice pitch level is different than said second voice pitch level.

16. The retail terminal of claim 9, wherein said plurality of instructions, when executed by said processing unit, further causes said processing unit to:

10 (a) operate said voice generating device so as to generate said first voice instruction at a first voice tone level, and

(b) operate said voice generating device so as to generate said second voice instruction at a second voice tone level, wherein said first voice tone level  
15 is different than said second voice tone level.



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17. A method of operating a retail terminal, comprising the steps of:  
generating a first voice instruction at a first voice inflection level so as to  
instruct a user in regard to operation of said retail terminal;  
determining if said user performs a first activity with said retail terminal  
5 which is indicative of said user responding to said first voice instruction and  
generating a proper-response control signal in response thereto; and  
generating a second voice instruction at a second voice inflection level so  
as to instruct said user in regard to operation of said retail terminal if a  
predetermined amount of time lapses subsequent to generation of said first voice  
10 instruction, but prior to generation of said proper-response control signal,  
wherein said first voice inflection level is different than said second voice  
inflection level.

18. The method of claim 17, further comprising the steps of:  
15 determining if said user performs a second activity with said retail terminal  
which is indicative of said user disregarding said first voice instruction and  
generating an improper-response control signal in response thereto; and  
generating a third voice instruction at a third inflection level which instructs  
said user in regard to operation of said retail terminal in response to generation  
20 of said improper-response control signal.

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19. The method of claim 18, further comprising the steps of:  
updating an electronic log value in response to generation of said  
improper-response control signal; and  
comparing said electronic log value to a log threshold and generating a  
5 personnel-needed control signal if said electronic log value has a predetermined  
relationship with said log threshold.

20. The method of claim 17, wherein:  
said step of generating said first voice instruction at said first voice  
10 inflection level includes the step of generating said first voice instruction at a first  
volume level,  
said step of generating said second voice instruction at said second voice  
inflection level includes the step of generating said second voice instruction at a  
second volume level, and  
15 said second volume level is greater than said first volume level.

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